

**REQUEST FOR PROPOSAL (RFP)**

Redesign, Development and Hosting of the

 Rehabilitation International

 Website

{www.riglobal.org}

Issued by

 Rehabilitation International Secretariat

Date

**1 Introduction**

**1.1 Overview**

The Rehabilitation International has issued this Request for Proposal (RFP) in order to select and contract with a company (“vendor”) to re-design the website {www.riglobal.org) so that is a modern, highly attractive and built with responsive web design.

The Rehabilitation International is seeking proposals from highly qualified, experienced website development companies to design, develop and implement its public-facing website. The chosen strategic partner must be a firm that has experience in managing non- government website design projects, and expertise with best practices regarding:

• successful website redesign;

• user experience and usability testing;

• information architecture;

• website development and deployment;

• website hosting;

• content strategy;

• search engine optimization;

• responsive design.

This RFP does not obligate the Rehabilitation International to award a contract or complete the project and the Rehabilitation International reserves the right to cancel the solicitation if it is considered to be in its best interest.

**1.2 About Rehabilitation International**

Rehabilitation International is a global organization and network that empowers persons with disabilities and provides sustainable solutions toward achieving a more inclusive society for them. Rehabilitation International’s mission is to advance the rights and inclusion of people with disabilities across the world.

Founded in 1922, Rehabilitation International (RI Global) is a worldwide organization comprised of people with disabilities, service providers, government agencies, academics, researchers and advocates working to improve the quality of life of people with disabilities. With member organizations in more than 100 countries and in all regions of the world, RI Global also provides a forum for the exchange of experience and information on research and practice.

The Rehabilitation International organizational structure consists of President Office, RI Secretariat, 6 Regions ,7 Working Commissions, Executive Committee, Governing Assembly. Additional sections for World Congresses, Africa Fund, GDDF.

The current website was developed in Sumer 2019 by NANO Group. The website is being

website is hosted on WPEngine.com by NANO Group.

**1.3 Project Timeline**

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| **Project Timeline Dates** |
| RFP Release Date | 09 September 2019 |
| Written Questions Due | 20 September 2019 |
| Response to Vendor Questions | 30 September 2019 |
| Proposal Deadline | 05 October 2019 |
| Completion of Proposal Evaluations | 20 October 2019 |
| Final Vendor Selection | 01 November 2019 |
| Anticipated Website Launch | 15 December 2019 |

**1.4 Rehabilitation International Contact Information**

This RFP is issued by Rehabilitation International, 866 United Nations Plaza, Suite 422, New York, NY, 10017.

The points of contact for all questions or requests for additional information are:

**Contracting Contact:**

Name: Teuta Rexhepi

Name of Entity: Rehabilitation International

Address: 866 United Nations Plaza, Suite 422

City, State: New York, NY 10017

Email: Teuta.Rexhepi@riglobal.org

**1.5 RFP Inquiries**

All inquiries regarding this RFP including requests for additional information or clarification and proposed modifications or amendments to the RFP must be submitted in writing in accordance with 1.4 above.

The Rehabilitation International will attempt to provide any assistance or additional information of a reasonable nature that may be requested by interested vendors. Telephone calls  **will not** be accepted regarding this RFP.

Inquiries received after the deadline **will not** be considered. All inquiries received before the deadline will be compiled.

**1.6 Terms of Service**

The Rehabilitation International wishes to engage a vendor for the duration of this project and for any needed on- going maintenance services. Specific deliverables related to the scope of work for this project will be included in the final agreement.

**2 Goals and Background**

**2.1 Project Objectives and Goals**

The primary objectives and goals of the website redesign are as follows:

2.1.1 **Interactive and Engaging Website** – We are seeking to redesign our website to include an intuitive, easy-to-use interface that allows visitors to access the website quickly and easily regardless of the device they are using.

2.1.2 **Purpose of our New Website** – Our new site should:

* Serve the needs of all users by letting them easily find what they are seeking.
* Promote transparency of our organization by making it easy for us to share and post information, and for our users to find and interact with the information.
* Represent our brand and our work to the visitors, attract potentials members and showcase our community in a way that highlights the benefits of joining our organization.
* Provide a pleasant and delightful experience to all users by making it easy for them to find what they want in a straightforward manner.
* Be strategic and nimble, and focus on making our content useful, interactive and engaging. We know that things will change in the future, and we want our site to adapt and remain relevant. Speed up international visiting speed, especially for visitors from Asia.

2.1.3 **Visitors** – We take a broad visitor-centric view of our community since we view anyone who visits our website or community as a potential member. Our website is our digital front door and our goal is to focus on the needs of our community and potential members, and on improving our interactions and engagement with our existing members base.

2.1.4 **Strategic Partnership** – We want a vendor partner who understands the non-government organizations, who will help guide us to where we want to be today and provide ongoing services and support to keep us there in the future.

2.1.5 **Research Based Design** – We want a site that meets the unique needs of our community and are not looking for a cookie-cutter or templated solution. Our vendor should employ a strategic research-based and data-driven process to gather input, define expectations and design a consistent, user-friendly navigation framework for the website that meets the needs of all users.

2.1.6 **Responsive Site** – Visitors to our site will utilize a wide variety of devices to access our website, including computers, tablets and mobile smart phones. Our new website should automatically detect the screen resolution of any device and respond with a view of the site that is optimized specifically for that screen. This will ensure that all users will be able to view our site, no matter what device they are using.

2.1.7 **Accessible Site** – Our new website should comply with Worldwide

Web Consortium’s (W3C) Web Content Accessibility Guidelines (WCAG)

2.0 (Level AA compliance) and Section 508 of the Rehabilitation Act of

1973. In addition, the vendor should follow best practices, voluntary standards and guidelines developed by the World Wide Web Consortium’s (W3C) Web Accessibility Initiative (WAI), and train our users in creating accessible content.

2.1.8 **Flexible Solution** – The new site should build upon proven and accepted

website development standards while maintaining flexibility to easily grow and add new functionality over time and with minimal cost. The solution should also accommodate existing auxiliary department sites to maintain a unique look and feel but share overall infrastructure and features.

**2.1.9 Robust Hosting Environment –** we are seeking a hosted website solution that should include:

• Guaranteed uptime of 99.9% backed by a Service Level Agreement (SLA)

• Full disaster recovery to a backup data center with less than 60 minutes site restoration and less than 15 minutes data replication.

• Complete Distributed Denial of Service (DDoS) mitigation solution to detect and mitigate malicious cyber-attacks.

**2.1.10 Evolutionary SaaS Solution** – The vendor’s hosted Software as a Service (SaaS) content management solution (CMS) should be in a state of constant evolution and improvement. The annual subscription fee should cover ongoing support plus regular monthly updates and improvements to existing features of the CMS and incorporate new enhancements and features over time. This will enable us to adapt to an evolving marketplace and for our site to continually meet our customers’ needs.

**2.1.11 Simplify and Streamline Administration** – The solution should:

• Simplify website administration, allowing users of all skill levels to update

assigned sections of the website.

• Streamline business operations and reduce the amount of time that IT

spends on enhancing and maintaining the site.

**2.2 Target Audiences**

Audiences served by the website will include:

2.2.1 Members and potential members of varying backgrounds, reading and language ability

2.2.2 Potential visitors interested in our organization mission

2.2.3 Other NGO operating in the community and/or NGO looking to relocate to the community

2.2.4 State/local government and non-profit agencies that support and complement our community’s mission

2.2.5 Local and national media

**2.3** **Our Current Environment**

This is a summary of our existing website environment:

2.3.1 **Existing Website** – The existing website was launched in Summer 2014.

2.3.2 **Content Management** –The website consists of web pages managed by 1 Admin from RI Global.

2.3.3 **Content Strategy** – It is a Content Management system. You can create and manage unlimited number of pages.

2.3.4 **Website Documents** – None.

2.3.5 **Website Platform** – The site has been developed with WordPress platform.

2.3.6 **Website Hosting** – The site is hosted on WPEngine.com by NANO Group.

**3 Scope of Work**

**3.1 Vendor Experience and Development Criteria**

Preference will be given to vendors with experience developing non - government websites, with special attention given to vendors’ breadth of experience, references, number of years of experience and expertise of staff.

Additional development criteria include:

3.1.1 **Collaborative Effort** – The website will be developed through the cooperation of the

Rehabilitation International and the vendor and facilitated under the supervision of a dedicated project management professional in the direct employ of the vendor.

3.1.2 **Skilled Team** – Vendor will supply a team of user experience, design and development professionals to supplement the development process led by the project manager. This team should include staff members skilled in local government

website user experience, navigation and information architecture, local government website design, accessibility, and support and training of the content management system.

3.1.3 **Proven Development Process** – Vendor should have a proven development process and flexible timeline structure that favors the availability and time commitment of the Rehabilitation International.

3.1.4 **Proven Content Management System** – The proposed content management software must be a proven platform for website development and non- government website architecture. Development that is requested and approved by the Rehabilitation International should be performed by the vendor utilizing agile software development methodologies that encourage collaboration between the developer and the Rehabilitation International.

**3.2 Design Guidelines and Qualifications**

The design of the website should be welcoming, attractive and created by a member or members of the vendor’s professional design staff. The final version of the design should be a collaborative effort between the Rehabilitation International and the vendor, incorporating elements that effectively represent the Rehabilitation International’s brand and image through a data- driven and consultative development process.

The vendor should utilize a data-driven design process to gather information to complete a comprehensive redesign of our website.

The techniques should include the best practices of usability and user experience:

* **Homepage heat mapping** – the vendor should use heat mapping to collect information about every action taken on the current site to review functionality and behavior. The heat mapping should include where people have clicked, scrolled and hovered on the page.
* **Accessibility validation (WCAG 2.0)** – the vendor should analyze the accessibility of the current site and make recommendations for the new site.
* **Site analytics** – the vendor should utilize historical site analytics to understand patterns and information useful to the development of the new site.
* **Mobile usability** – the vendor should analyze the current site for mobile usability and review the mobile site statistics to understand the needs of the current visitors.
* **User usability testing** – usability testing allows vendor to conduct user research with participants in their natural environment to test interaction and identify issues with navigation and layout.

Specific design guidelines include:

* **Accessibility –** Website design and associated elements should comply with WCAG 2.0 and Section 508 of the Rehabilitation Act.
* **Consistent Website Design** – Website design must remain consistent throughout all pages to maximize usability, except where differentiating between departments or sections of the website as requested by the Rehabilitation International.
* **Design Overview –** Website design must be visually appealing, incorporating the Rehabilitation International colors and logo where appropriate.
* **Design Process** – The vendor shall develop an original design for the Rehabilitation International and over a period of time during the development of the website, consult with key members of the Rehabilitation International website redesign committee to make revisions and alterations to the vendor’s original design submission.
* **Easy Updating** – Design elements should include background images, photographs, logos and buttons that are easily updated or swapped out by our staff at any time and without incurring any additional implementation or update charges.
* **Website Design and Content Ownership –** Ownership of the website design and all content should be transferred to the Rehabilitation International upon completion of the project.

**3.3 Responsive Website**

We recognize that there are two ways to build a responsive website – using responsive design and adaptive design. Responsive design provides one layout that fluidly changes depending on the size of the screen. Adaptive design has several distinct layouts for multiple screen sizes that is built for the distinct needs of that device. We are seeking a vendor

partner who has experience in both approaches and who will recommend the best solution for our needs.

The vendor is expected to produce a responsive website for the Rehabilitation International to meet the needs of users accessing the site on a variety of devices, including computers, tablets and smart phones. Vendor must have proven success in previous responsive design projects. The solution should automatically detect the screen resolution of any device and respond with a view of the site that is optimized specifically for that screen. This will ensure that all users will be able to view our site, no matter what device they are using.

The project is expected to include:

3.3.1 Clean visual design incorporating the Rehabilitation International logo and branding as identified in 3.2.

3.3.2 Responsive site creation that includes, but not limited to:

3.3.2.1 Creation of responsive templates

3.3.2.2 Creation of fluid grids

3.3.2.3 Navigation redesign

3.3.2.4 Taxonomy and site map

3.3.2.5 Image adjustments

3.3.2.6 Ability to adjust or modify responsive views on individual pages or templates

**3.4 System Functionality**

The vendor’s proposed content management system (CMS) should be a web- based application that provides the core of the entire development process, being both the platform for development and the tool by which system administrators and contributors can update the new website. The CMS may feature plug-in applications or modules that enhance the functionality of the website, though core features should center around ease- of-use, flexibility and, for ongoing stability, an established information architecture and hosting environment.

The CMS must allow non-technical content contributors the following abilities:

3.4.1 **Administrative Dashboard** – The administrative portion of the CMS shall be accessible for all content contributors and feature a customizable interface that displays critical shortcuts, on-site items that require attention, recent activity logs and an internal messaging system that displays administrative messages and updated information.

3.4.2 **Automatic Sitemap** – The CMS should automatically create and update a sitemap and on-page breadcrumbs when content is added, edited or removed from the site.

3.4.3 **Content Expiration** – Notification of expiration of site content shall be received by content owners through notifications available via the CMS, including a dashboard

administrative display and e-mail notifications. The dashboard should also detail the dates for when specific content was last updated and allow for notifications when

certain time periods are reached.

3.3.4 **Menu Updates** – Content publishers should be able to add and update menu items if assigned the appropriate permission level.

3.3.5 **Online Help and Training Videos** – 24/7 access to support materials including, but not limited to: online training manuals, support FAQs, customer support forums,

instructional videos, informational newsletters, informational and support-driven webinars (live and archived), request forms, online education courses and support-

related updates through common social networking mediums.

**3.3.5 Page Templates**

3.3.5.1 Content publishers must have the option to use pre-created page templates to assist in the formatting and development of new content.

3.3.5.2 Content publishers should have the ability to place widgets or content blocks on page templates that serve specific purposes and

streamline the template building process. Widgets can represent any key function such as calendars, directory, e-notification, FAQs,

 search, Widgets should have settings to customize their look and function to meet specific needs.

3.3.5.3 Content publishers must have the option to share templates with and use templates from a wider community pool which shares consistent page development.

**3.6 System Features**

3.6.1 **Accessibility Add-ons** – Accessibility software embedded in the website that offers users access to larger fonts and audible content

3.6.2 **Active Directory Integration** – The solution should have Active Directory integration for authentication.

3.6.3 **Advanced Site Search** – Provide an internal site search that:

3.6.3.1 Users should be able to sort search results by date, content, title or relevance; users should be able to filter by type of content and easily apply advanced search techniques, such as Boolean, if desired.

3.6.3.2 Administrators should be able to tune the search results by using synonyms for common words or terms, and promote pages through the use of keywords.

3.6.3.3 Search functionality should search web content as well as the contents of

files (PDFs, Word Documents, etc.)

3.6.3.4 Is contained exclusively within the {entity}’s site and not outsourced to an external page hosted by a search provider such as Google.

3.6.4 **APIs, Import and Export –** Major components should have import and export capabilities, and APIs should be defined.

3.6.5 **Blogging** – Solution should allow the creation of multiple blogs to be used by different individuals or departments within our organization. Blogging functionality should include the ability to tag or categorize posts, include a calendar and commenting functions.

3.6.6 **Calendar** – Users should have quick and easy access to add, import, export and update calendar listings, with editing methods available through a direct, front-end interface or a robust back- end interface.

3.6.7 **E-Notifications** – Want a tool that provides a sign-up box allowing users to add their email addresses to receive important notices. Users should be able to set their preferences and should have their sign-up validated via a confirmation email. Functionality should be integrated with calendar, job postings, news, and RFP posts.

3.6.8 **Event Calendar** – An event calendar application that allows an unlimited number of calendar categories or types to be added to the site, with an unlimited number of

items allowed to be added within each individual category. The following features

should also be available:

3.6.7 **Form Creator** – Solution should have an online form development tool for the

Rehabilitation International to develop interactive forms:

3.6.7.1 Ability to have unlimited categories of forms, with an unlimited number of forms in each category.

3.6.7.2 Ability for members to complete and submit forms electronically.

3.6.7.3 Method by which form data is stored in a database and can be exported in a usable format from the CMS.

3.6.7.4 Capability to merge forms with other applications of the CMS.

3.6.7.5 Ability to customize forms for other applications of the CMS and tie directly into those tools.

3.6.7.6 Ability to import items from forms available via third party sources

RI Members and relevant international organizations and replicate on Rehabilitation International forms.

3.6.7.7 **GIS Mapping** – Ability to integrate with the Rehabilitation International GIS mapping applications.

3.6.8 **RFP Posts** – Should include an RFP postings where RFPs can be posted along with amendments and updates. RFPs should be schedulable and should have the capability to automatically expire on a certain date to ensure that the site is always up-to-date.

3.6.9 **RSS Feeds** – Solution should have feeds to keep users and subscribers up-to-date on important events, news and announcements from the website. Users should be able to subscribe from any RSS reader.

3.6.10 **Service Directory** – A service directory organizes the functions of an organization instead of departments. This is key to serving the needs of the community by letting users search by topic or services. The service directory should allow users to

search by keyword and should filter by category.

 3.6.11**Third Party Integration** – Ability to integrate with existing 3rd party applications

**3. 7 Optional Services**

We are also interested in understanding additional professional services available with your solution:

3.7.1 **Accessibility Consulting** – Do you offer any assistance with helping us comply with accessibility issues and creating accessible content?

3.7.2 **Advanced Website User Experience Analysis** – Do you offer any advanced services to provide an in-depth analysis of our user’s needs and expectations?

3.7.3 **Content Strategy** – Do you offer any advanced training or assistance to help us

with managing our content, working with users to write in the plain language style or

review our existing content?

3.7.4 **Dedicated Account Manager** – Do you offer an option to have a dedicated account manager to contact for any support issues?

3.**7.5 Monthly Office Hours** – Do you offer monthly office hours where we can call in during a set time to get answers to non-critical issues?

3.7.6 **Premium Disaster Recovery –** Do you offer a premium disaster recovery solution beyond your base package that would give us 99.99% uptime guarantee and less

than 5-minute recovery time?

3.7.7 **Site Analytics Reporting –** Do you offer ongoing assistance with helping us analyze our site statistics and recommending changes to make sure our website continues to meet our users’ needs?

**3.8 Technology/Platform Requirements**

3.8.1 **Browser Support** – The Rehabilitation International is looking for the new website to support mobile and desktop versions of Apple Safari, Google Chrome, Microsoft Internet Explorer and Edge, and Mozilla Firefox. The site should support all versions of the browsers that have been released within the last 5 years.

3.8.2 **Disaster Recovery** – In the event of any outage impacting the primary data center, the hosting solution must have a disaster recovery or backup data center where our website visitors will continue to be able to access our site. The Recovery Time Objective (RTO) should be 60 minutes or less and the data replication (Recovery Point Object or RPO) should be 15 minutes or less.

3.8.3 **Hosting Data Center and Backup Data Center** – The hosting platform must be in a certified data center (SSAE 16 Type II Compliant) with multiple layers of security access, redundant ISP providers, backup power and redundant generator, and firewall protection.

3.8.4 **Page Load Time** – The solution should ensure that pages load on an average of

1.5 seconds of less.

3.8.5 **Programming Experience** – Explain your firm’s experience with other programming capabilities that would be useful in developing websites.

3.8.6 **System Uptime Guarantee** – The hosting platform should have a guaranteed uptime of 99.9% and be backed by a Service Level Agreement (SLA).

**3.9 Maintenance and Support**

The vendor’s CMS, including all features and modular applications associated with the CMS, must have qualified and available support included as a part of ongoing services to maintain

the CMS, using guidelines, structures and materials meeting the following criteria:

3.9.1 **Support** – The vendor shall provide access to live support available via e-mail or phone during vendor’s normal business hours. The support team must be fluent

in the functionality and uses of both the content management system’s features and associate applications and modules.

3.9.2 **Support Materials** – 24/7 access to support materials including, but not limited to:

online training manuals, support FAQs, customer support forums, instructional

videos, informational newsletters, informational and support-driven webinars (live and archived), request forms, online education courses and support-related updates through common social networking mediums.

3.9.3 **Support Service Level Agreement** – In all submitted proposals, vendors shall be able to produce a Service Level Agreement that details guarantee of customer support as well as a service escalation process.

While website content updates are to be managed by the Rehabilitation International through the CMS, vendor must commit to regular maintenance and updating of the CMS and associated applications for the purposes of keeping the existing software up to date as well as introducing new functionality and applications.

Vendor shall commit to:

3.9.4 **CMS Improvements** – Regular maintenance of the CMS to improve existing functionality and, when appropriate, take the Rehabilitation International requests into consideration.

3.9.5 **CMS New Features** – Rolling upgrades of the solution that strengthen and update the CMS’s functionality and associated applications.

3.9.6 **Software Service Level Agreement** – In all submitted proposals, vendors shall be able to produce a Service Level Agreement that details guarantee of upgrades

and the dedicated process for improving the software purchased by the Rehabilitation International.

**3.10 Additional Options**

Although the Rehabilitation International has these specific requirements, it is also interested in your ideas for the approach of redesigning the style of the Rehabilitation International website. We encourage respondents to consider and propose alternative solutions and recommendations. We are particularly interested in specific web functionality that your company may have already developed and deployed for other customers.

**4 Evaluation of Proposals**

**4.1 Evaluation of Submitted Proposals**

The Rehabilitation International intends to conduct a comprehensive, fair and impartial evaluation of proposals received in response to this RFP. All proposals that are properly submitted will be evaluated using the evaluation criteria listed below. All proposals that are properly submitted will be evaluated by the Evaluation Committee that will make

recommendations for the award.

**4.2 Evaluation Criteria**

This set of criteria will be used to evaluate each vendor’s proposal. A contract will be awarded to the vendor that best satisfies the overall requirements of the RFP. Each proposal will be evaluated based on the level of creativity, differentiation and measurability.

4.2.1 Long-term Strategic Outlook and Partnership (15%)

4.2.2 Non Government Experience and Capacity (10%)

4.2.3 Features and Function of CMS (25%)

4.2.4 Technical Expertise (25%)

4.2.5 Pricing (25%)

**4.3 Evaluation**

Proposals will be distributed to the members of the Rehabilitation International Executive Committee for evaluation utilizing the criteria set forth above.

**4.4 Contract Discussions**

Upon approval by the committee, the Rehabilitation International shall enter into contract discussions with the Successful Vendor. If the terms and conditions of a contract cannot be successfully established within a reasonable amount of time (as determined by the Rehabilitation International) then contract discussions will be terminated and contract discussions with the next highest-ranking Vendor will commence. Negotiations shall continue at the sole option of the Rehabilitation International until a contract is signed and approved or all proposals are rejected, and the RFP is withdrawn.

**4.5 Notice of Award**

All vendors submitting a response to this RFP will be notified in writing of the award of a contract if and when an award is made. If no award is made, all vendors will be notified accordingly. For the purposes of this RFP, an award shall be deemed to have been made upon the completion of contract negotiations.

**5 Vendor Qualifications and Obligations**

All questions contained in this RFP must be answered. Failure by a vendor to answer all questions may result in the proposal being rejected.

**5.1 Documents to Be Submitted**

Vendor must submit the following information to be considered (include the corresponding item number with each response):

5.1.1 Executive Summary

5.1.1.1

Summarize on one page or less the key products and services you are proposing. Explain which RFP requirements these products are intended to meet and the benefits if we use these products and services.

5.1.2.2

Summarize your overall strategy and approach for delivering web redesign and development projects.

5.1.2 Corporate Profile

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| 5.1.2.1Provide a brief overview of your firm’s history and philosophy. |
| 5.1.2.2State the year the vendor started in the business of selling CMS solutions and web design services. |
| 5.1.2.3Where is the vendor company’s headquarters located? |
| 5.1.2.4Describe the process of how your company works with remote customers |
| 5.1.2.5Provide the total number of vendor’s employees and the number of employees in user experience and web design. |

5.1.3 Vendor System Information

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| --- |
| 5.1.3.1For hosted solutions, describe your hardware and software configuration asAttachment A. |
| 5.1.3.2Describe the architecture, languages and tools used to develop your proposed solution. |
| 5.1.3.3Provide details on the licensing requirements and a copy of software license agreements as Attachment B in your response. |
| 5.1.3.4Describe your DDoS Mitigation solution. |
| 5.1.3.5Describe your disaster recovery solution, including Recovery Time Objective (RTO)and Recovery Point Objective (RPO) |

5.1.4 Services and Implementation

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| 5.1.4.1Provide an in-depth list of your firm’s capabilities. |
| 5.1.4.2Explain your firm’s experience in developing responsive websites. |
| 5.1.4.3Identify what uniquely distinguishes your offering from your competitors. |
| 5.1.4.4Describe your implementation approach, project management tools and methodologies for the proposed solution. |
| 5.1.4.5Submit a detailed implementation plan which will address requirements, customizations, content migration, implementation schedule, delivery milestones and responsibilities for each party as Attachment C in your response. |
| 5.1.4.6Describe any optional services that could be included with our solution:• Advanced training• Content strategy• Departmental branding• Site health checks• Site analytics reporting |

5.1.5 Project Team

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| 5.1.6.1The success of the design and implementation depends on several factors including experienced project management, a planned approach and coordination of content population. The selected vendor must provide an experienced project manager to lead the implementation process. |
| 5.1.6.2Define the process, project management and team structure that would execute this type of solution. |
| 5.1.6.3Define the interim project reviews you will utilize to gain team, management and key stakeholder buy-in and approval to move to the next phase of the project. |
| 5.1.6.4Define and describe the team members that would execute a project for theRehabilitation International. Identify their experience, roles and length of time with your organization. Specify the primary point of contact. |
| 5.1.6.5Define how your process manages or mitigates client changes throughout the life of a project. |

5.1.7 Training

5.1.8.1

Describe the training that accompanies the system implementation.

5.1.8.2

What types of training materials are provided?

5.1.8.3 Do you offer on-site training?

5.1.9 Software Support and Maintenance

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| 5.1.9.1Describe the software support/maintenance programs available. |
| 5.1.9.2Does the maintenance program include all future software upgrades? |
| 5.1.9.3Describe the hours of support you provide? Where is it located? Is it staffed by your own employees or is it a third-party facility? Briefly discuss technical support staffing numbers, staff experience, etc. |
| 5.1.9.4Describe your service call escalation policy. |
| 5.1.9.5What are recommended client staffing requirements for ongoing support of the proposed solution? Discuss in terms of full-time equivalents (FTEs). |
| 5.1.9.6Do you have a guaranteed uptime? Describe your service level agreement for uptime. |

5.1.10 Warranty

The Rehabilitation International requires that a warranty be included with the proposed solution.

5.1.10.1

Describe the warranty offered with your proposed solution.

5.1.10.2

Do the same support commitments apply during the warranty period as during the maintenance contract period?

5.1.11 Costs

The Rehabilitation International prefers a firm quote on the full website redesign, development and hosting. Given that statement, we also want to insure a competitive bid from each potential vendor.

If your firm prefers to provide a firm quotation covering only certain phases of this type of project, ensure that each phase is fully and clearly described and is denoted as a firm or budgetary quotation. At minimum, it is required that each vendor provides a budgetary proposal for the full scope of the work described in this RFP.

Provide detailed pricing information for the proposed solution. Include list prices and discounted prices. Only include licenses as required for the different roles of users (administrator, view only, etc.). Break pricing down by project phases if appropriate.

Services and Support Costs

5.1.11.1

Implementation of Web Site Design

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| 5.1.11.2Implementation Services |
| 5.1.11.3Training Services |
| 5.1.11.4Software Support and Maintenance |
| 5.1.11.5Hourly billing rates for each job classification that will or could be utilized during the project and/or post “go-live”. |
| 5.1.11.6Other Services and Costs (Specify) |

Ongoing Costs

5.1.11.7

Annual Hosting or Subscription Fee

5.1.11.8

Hourly Rates for custom development

5.1.11.9

Other ongoing costs

Optional Costs

5.1.11.1

Provide a brief description and cost associated with options provided under Section

3.10.

**6 Submission Format and Delivery Requirements**

**6.1 Proposal Response Delivery**

The proposal should be delivered by email at : Teuta.Rexhepi@riglobal.org

**6.2 Date and Hour of Submission**

Response must be received on or before 05 October 2019. Any proposal that has not been received at the above address by 05 October 2019 shall be disqualified from further consideration.

**6.3 Acceptance or Rejection of Submissions**

The Rehabilitation International reserves the right to reject any or all proposals, to waive technicalities or irregularities and to accept any proposal it determines to be in the Rehabilitation International’s best interest. The acceptance of any proposal submission shall not in any way cause the {entity} to incur any liability or obligation to vendor, financial or otherwise. The Rehabilitation International may cancel the RFP in whole or part without making any award at its sole discretion, without any liability being incurred by the Rehabilitation International to any vendor for any expense, cost, loss or damage incurred or suffered by the vendor as a result of such withdrawal.

**6.4 Costs for Document Development**

Costs for developing the response to this RFP are entirely the responsibility of the proposing party and shall not be chargeable in any manner to the Rehabilitation International. All Vendors agree to provide all such additional information as, and when, requested at their own expense. No vendor in supplying such information shall be allowed to change the pricing or other cost quotations originally submitted.

**6.5 Proposal Validity**

A proposal submitted in response to this RFP is irrevocable for 90 days from the date of submission. The Rehabilitation International reserves the right to withdraw a bid acceptance at any time if in the opinion of the Rehabilitation International the vendor is unwilling or unable to enter into a form of contract satisfactory to the Rehabilitation International. Acceptance will be defined as the Rehabilitation International selecting you as our provider of service for the intent of negotiating a contract for services.

**6.6 Contract Evaluation and Award**

The Rehabilitation International reserves the right to execute any of the following options:

• Issue no contract award for any of the services described within this RFP.

• Award all services to one vendor.

• Issue contract awards for any combination of services and vendor, either all of part of the business as the Rehabilitation International sees fit.

• The Rehabilitation International is not obligated to accept the lowest price or most technologically advanced proposal.

The Rehabilitation International has no obligation to reveal the basis for contract award or to provide any information to vendors relative to the evaluation or decision-making process. All participating vendors will be notified promptly of bid acceptance or rejection.

**7 Contract Negotiation and Execution**

It is the intent of the Rehabilitation International that after the successful vendor has been selected, the Rehabilitation International and the selected vendor will enter into contract negotiations containing all terms and conditions of the proposed service. Any acceptance of a proposal is contingent upon the execution of a written contract and the Rehabilitation International shall not be contractually bound to any bidder prior to the execution of such written contractual agreement. The contents of the bid submitted shall become part of the contractual obligation and incorporated by reference into the ensuing contract. The contract with a successful vendor will include penalties for non-performance and failure to meet the proposal implementation schedule.

Contract execution is contingent upon approval by the Rehabilitation International Executive Committee.

**7.1 Proposal Submission Certification**

By submitting a proposal, vendor certifies that he or she has carefully examined all the documents for the project and has carefully and thoroughly reviewed this RFP, and understands the nature and scope of the work to be done and the terms and conditions thereof. The vendor further agrees that the performance time specified is a reasonable time.